

## CLAIMS

I claim:

- 1 1. A monitoring tool comprising:
  - 2 a placebo transaction dispatcher for dispatching placebo transactions to a
  - 3 subscribing e-commerce system;
  - 4 a response collector for collecting responses to dispatched placebo transactions;
  - 5 a logger for computing transaction latency data based upon when a placebo
  - 6 transaction is dispatched to said subscribing e-commerce system, and when a
  - 7 response is received in said collector; and,
  - 8 an alerter for alerting said subscribing e-commerce system when computed
  - 9 transaction latency data indicates an unreliable response condition in an associated
  - 10 back-end transaction processing system.
- 1 2. The monitoring tool of claim 1, further comprising a user interface through which
- 2 a user can monitor said transaction latency data.
- 1 3. The monitoring tool of claim 1, further comprising a list of references to a plurality
- 2 of subscribing e-commerce systems, said dispatcher dispatching placebo transactions
- 3 to each e-commerce system in said list, said collector collecting responses to said
- 4 dispatched placebo transactions, said logger computing transaction latency data based
- 5 upon when each placebo transaction is dispatched to a subscribing e-commerce
- 6 system, and when a corresponding response is received in said collector, said alerter
- 7 alerting individual subscribing e-commerce systems when computed transaction latency
- 8 data for said individual subscribing e-commerce systems indicates an unreliable
- 9 response condition in an associated back-end transaction processing system.
- 1 4. A monitoring tool comprising:
  - 2 a placebo transaction dispatcher for dispatching placebo transactions to a
  - 3 back-end transaction processing system associated with a subscribing e-commerce
  - 4 system;

5           a response collector for collecting responses to dispatched placebo transactions;  
6           a logger for computing transaction latency data based upon when a placebo  
7   transaction is dispatched to said back-end transaction processing system, and when a  
8   response is received in said collector; and,  
9           an alerter for alerting said subscribing e-commerce system when computed  
10   transaction latency data indicates an unreliable response condition in said associated  
11   back-end transaction processing system.

1   5.   The monitoring tool of claim 4, further comprising a user interface through which  
2   a user can monitor said transaction latency data.

1   6.   A method for detecting an unreliable response condition in a back-end  
2   transaction processing system associated with an e-commerce system comprising the  
3   steps of:

4           generating a placebo transaction;  
5           dispatching said placebo transaction to the e-commerce system;  
6           determining if a response to said placebo transaction is received;  
7           if no response to said placebo transaction is received prior to detecting a  
8   time-out condition, notifying the e-commerce system that an unreliable response  
9   condition exists in the back-end transaction processing system; and,  
10          if a response to said placebo transaction is received after period of time has  
11   elapsed from said dispatching of said placebo transaction which exceeds a latency  
12   threshold, notifying the e-commerce system that an unreliable response condition exists  
13   in the back-end transaction processing system.

1   7.   A method for detecting an unreliable response condition in a back-end  
2   transaction processing system associated with an e-commerce system comprising the  
3   steps of:

4           generating a placebo transaction;

5            dispatching said placebo transaction to the back-end transaction processing  
6        system;  
7            determining if a response to said placebo transaction is received;  
8            if no response to said placebo transaction is received prior to detecting a  
9        time-out condition, notifying the e-commerce system that an unreliable response  
10      condition exists in the back-end transaction processing system; and,  
11            if a response to said placebo transaction is received after period of time has  
12      elapsed from said dispatching of said placebo transaction which exceeds a latency  
13      threshold, notifying the e-commerce system that an unreliable response condition exists  
14      in the back-end transaction processing system.

1        8.      A method for detecting unreliable response conditions in a plurality of back-end  
2        transaction processing systems comprising the steps of:  
3            reading a list of references to a plurality of subscribing e-commerce systems;  
4            generating and dispatching placebo transactions to each e-commerce system in  
5        said list;  
6            receiving responses to said dispatched placebo transactions;  
7            computing transaction latency data based upon when each placebo transaction  
8        is dispatched to a subscribing e-commerce system, and when a corresponding  
9        response is received; and,  
10            notifying individual subscribing e-commerce systems when computed transaction  
11      latency data for said individual subscribing e-commerce systems indicates an unreliable  
12      response condition in an associated back-end transaction processing system.

1        9.      A machine readable storage having stored thereon a computer program for  
2        detecting an unreliable response condition in a back-end transaction processing system  
3        associated with an e-commerce system, said computer program having a plurality of  
4        code sections executable by a machine for causing the machine to perform the steps  
5        of:  
6            generating a placebo transaction;

7            dispatching said placebo transaction to the e-commerce system;  
8            determining if a response to said placebo transaction is received;  
9            if no response to said placebo transaction is received prior to detecting a  
10          time-out condition, notifying the e-commerce system that an unreliable response  
11          condition exists in the back-end transaction processing system; and,  
12            if a response to said placebo transaction is received after period of time has  
13          elapsed from said dispatching of said placebo transaction which exceeds a latency  
14          threshold, notifying the e-commerce system that an unreliable response condition exists  
15          in the back-end transaction processing system.

1            10. A machine readable storage having stored thereon a computer program for  
2          detecting an unreliable response condition in a back-end transaction processing system  
3          associated with an e-commerce system, said computer program having a plurality of  
4          code sections executable by a machine for causing the machine to perform the steps  
5          of:

6            generating a placebo transaction;  
7            dispatching said placebo transaction to the back-end transaction processing  
8          system;  
9            determining if a response to said placebo transaction is received;  
10            if no response to said placebo transaction is received prior to detecting a  
11          time-out condition, notifying the e-commerce system that an unreliable response  
12          condition exists in the back-end transaction processing system; and,  
13            if a response to said placebo transaction is received after period of time has  
14          elapsed from said dispatching of said placebo transaction which exceeds a latency  
15          threshold, notifying the e-commerce system that an unreliable response condition exists  
16          in the back-end transaction processing system.

1            11. A machine readable storage having stored thereon a computer program for  
2          detecting unreliable response conditions in a plurality of back-end transaction  
3          processing systems, said computer program having a plurality of code sections

4 executable by a machine for causing the machine to perform the steps of: reading a list  
5 of references to a plurality of subscribing e-commerce systems;  
6 generating and dispatching placebo transactions to each e-commerce system in  
7 said list;  
8 receiving responses to said dispatched placebo transactions;  
9 computing transaction latency data based upon when each placebo transaction  
10 is dispatched to a subscribing e-commerce system, and when a corresponding  
11 response is received; and,  
12 notifying individual subscribing e-commerce systems when computed transaction  
13 latency data for said individual subscribing e-commerce systems indicates an unreliable  
response condition in an associated back-end transaction processing system.

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